

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to DCF Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Dept. for Children and Families		9. Position Number K0155786		10. Budget Program Number 23641	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) HUMAN SERVICES SPECIALIST		
3. Division KC Region			12. Proposed Class Title		
4. Section Program and Service Integration			13. Allocation		
5. Unit Economic and Employment Support Services			14 (a). Effective Date		14 (b). FLSA Code
6. Location (address where employee works) City Kansas County WY City			15. By Approved		
7. (Circle appropriate time) Full Time X Perm X Inter Part Time Temp %			16. Audit Date: By: Date: By:		
8. Regular Hours (circle appropriate time) From: 8:00am AM/PM To: 5:00pm AM/PM			17. Position Reviews Date: By:		

PART II - Organizational InformationArea for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

This position collects and analyzes information required to determine eligibility and monitor changes in circumstances of households to determine continued eligibility and the amount of benefits; investigates questionable situations and notifies appropriate departments/agencies of discrepancies identified; refers customers to appropriate services.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name:	Title:	Position Number:
	Human Services Supervisor	
Who evaluates the work of an incumbent in this position.		
Name:	Title:	Position Number:
	Human Services Supervisor	

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Supervision of experienced workers is minimal. Specialists are expected to function independently in most customer contact and decision making. The specialist has complete responsibility for committing agency funds and for taking correct action based on federal and state regulations.

- d) Which statement best describes the result of error in action or decision of this employee.
- () Minimal property damage, minor injury, minor disruption of the work flow.
 - () Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 - (**X**) Major program failure, major property loss, or serious injury of incapacitation.
 - () Loss of life, disruption of operations of a major agency.
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21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)
- What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable Accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E O R M
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The incumbent is expected to demonstrate a commitment to customer service and integrated service delivery. The incumbent will participate fully in integrated service team activities and work effectively with all other divisions to provide a harmonious work environment that is conducive to improving agency outcomes, office operations and a productive working relationship with the community.

E 40%

Timely and Accurate Service Delivery

Screen applications to determine possible program eligibility for family assistance programs including Food Assistance, Temporary Assistance for Families, Medical Assistance and Child Care. Complete an initial assessment worksheet for work programs status and make referrals to any community partners. Conduct an interview with the consumer and request all information needed to process the application. Use legacy systems to check status of customer's pending or ongoing income from Unemployment Compensation, Social Security and Supplemental Security Income. Gather and interpret eligibility based on established resource and income guidelines. Process any expedited benefits within timeliness guidelines. Complete all application processes also within the proper guidelines. Document all case actions and use budgeting worksheets to determine correct income, expenses and child care hours. Complete a work program assessment within the timeliness guidelines and refer customers to the correct component and authorize any child care and support services needed to remove any barriers to self-sufficiency. Make monthly contacts with consumers to check on progress in the assigned component. Take action on any non-compliance for Work Programs by requesting good cause and closing Temporary Assistance for Families case if necessary. Process interim reports for Food Assistance and annual reviews for Temporary Assistance for Families, Child Care, Medical Assistance and Food Assistance. Obtain ongoing verifications to complete required actions. Complete all case corrections for supervisor, Quality Assurance, Management Evaluation, and Performance Improvement in a timely manner. Utilize reports to manage the timely and accurate processing of applications, reviews and changes.

30% E

Policy and Procedure

Analytical thought is necessary for dealing with complex data and situations which require the analysis and evaluation of data in the rendering of conclusions. Determination of eligibility is accomplished by analyzing, interpreting and applying numerous complex policies and regulations to the consumers' unique situation. Utilization of fundamental accounting principles and a general understanding of legal terminology and principles are necessary in analyzing, quantifying and applying policy. Develop employment and training plans for consumers which addresses their social, family and vocational needs by making appropriate referrals for community and state agency services and by counseling the consumer to identify and address other barriers. Interpretation and application of complex state and federal regulations is necessary in making determinations of eligibility. Accurate records must be maintained to provide accountability for the expenditure of state and federal funds.

20% E

Community Partnering

Daily communication with consumers includes scheduled appointments, walk in applicants and phone calls. The purpose of the contact is to gather information, influence, motivate or counsel to achieve a common understanding or solution to problems when the information is sensitive in nature. Provide the consumer with information about the availability of services and refer them to appropriate agencies or community programs. Demonstrate the ability to communicate complex information effectively, with a wide variety of people. Contact with community partners includes domestic violence advocates, drug treatment facilities, job coaches, facilitators, mental health advocates, Head Start, educational programs, career testing, senior mentors, refugee advocates and other business and community groups. The purpose of the contact is to verify information and investigate discrepancies. Demonstrate the ability to establish and maintain effective relationships with diverse populations.

5% E

Professional Development

Participate in mandatory training on policy and procedure. Attend unit meetings and conferences. Demonstrate the ability to work independently by utilizing all appropriate policy and procedure manuals, policy clearances and training resources.

5% M

Special Assignments

Work on special assignments and duties as needed.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to perform essential functions would cause severe financial and emotional hardships for a customer and could result in the loss of federal funds and/or other fiscal sanctions to the State of Kansas.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title	Position/KIPPS Number
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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency consumers, agency employees, other social service agencies, community resource agencies, government officials and the general public in order to determine assistance eligibility for consumers. Makes referrals to/and coordinates access to other services within the community for the consumers. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy and procedures.

25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve consumers need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset consumers.

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

Four years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency’s programs. Post secondary education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

None

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

None

C. List preferred education or experience that may be used to screen applicants.

1. Post secondary education
2. Case management experience defined as: Professional level experience in determining and documenting eligibility; interviewing consumers; interpreting policy and procedures; interpreting and implementing state and federal regulations; periodic review of cases ensuring federal requirements are met; case planning
3. Other Experience specific to Economic and Employment Programs

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

Significant time is spent either in customer contact, collateral contacts and in documentation using paper and computer files. Consumer contact will be either face-to-face or by telephone. Extended periods of time may be spent inputting data in computer systems. Collateral contacts may be on the phone or by correspondence. All activities are directed toward determining consumer eligibility or in updating knowledge of the specialist on changes in policy and/or procedures.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

To ensure the safety of employees and consumers, Kansas City Regional staff and vendors are expected to display their access badges when at the work site and to comply with approved safety policies and procedures posted on the web page.

Specialists are required to follow office procedures to ensure their safety when interviewing consumers in all types of settings who may become hostile or angry or upset and pose a threat to the safety of staff and others. Proper use of personal computer, terminal, copy machine, telephone and adding machine. Timely notification of appropriate agency staff when equipment malfunctions.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date